

## Customer Service Report for SCB

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009  
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
<b>Accounts</b>											
Access/Login	6	0	0	0	0	1	0	0	5	0	6
Edit Account	2	0	0	0	0	1	0	0	1	0	2
Password Reset	2	0	0	0	0	0	0	0	2	0	10
<b>Application Support</b>											
General Info	2	0	0	0	0	0	0	0	2	0	4
<b>Back Office Support</b>											
Permissions/Shares	1	0	0	0	0	0	0	0	1	0	2
<b>Email</b>											
Helix Squirrel Mail	1	0	0	0	0	0	0	0	1	0	7
<b>Helix Support</b>											
Apps/Other	3	0	0	0	0	0	0	0	3	0	4
Info/Biowulf	5	0	0	0	0	1	0	0	4	0	3
Info/General	4	0	0	0	0	1	0	0	3	0	3
Quota/Restore	1	0	0	0	0	0	0	0	1	0	5
<b>Grand Total:</b>	<b>27</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>23</b>	<b>0</b>	<b>4</b>

Total Tickets Closed: 23

Total Tickets Assigned/Pending/Checked Out: 4

Total Tickets Created: 27